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BEFORE THE ARIZONA CORPORATION COMMISSION

COMMISSIONERS

DOUG LITTLE, Chairman
BOB STUMP
BOB BURNS
TOM FORESE
ANDY TOBIN

Arizona Corporation Commission

DOCKETED

FEB 26 2016

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AZ CORP COMMISSION
DOCKET CONTROL

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IN THE MATTER OF THE APPLICATION OF
PREFERRED LONG DISTANCE, INC. FOR
APPROVAL OF A CERTIFICATE OF
CONVENIENCE AND NECESSITY TO
PROVIDE RESOLD LONG DISTANCE,
RESOLD LOCAL EXCHANGE AND
FACILITIES-BASED LOCAL EXCHANGE
TELECOMMUNICATIONS SERVICES

DOCKET NO. T-04308A-12-0118

**NOTICE OF FILING
COMPLIANCE**

Preferred Long Distance ("Preferred") provides the attached report in compliance with Decision No. 73928 (June 27, 2013). That decision requires that Preferred "shall for a period of three years, provide a list of the number of complaints filed against Preferred in all states/jurisdictions and at the Federal Communications Commission and the resolution of those complaints. In addition, Preferred shall provide a detailed explanation of the actions and/or changes in operations that Preferred has implemented to reduce or eliminate future complaints. Preferred shall begin providing this information six months after it begins serving its first customer in Arizona. This information shall be provided on a semi-annual basis as a compliance filing." Preferred began serving its first customers in Arizona on September 5, 2014, and accordingly the compliance report is due on or before March 5, 2016.

The attached report provides the list of complaints, and the resolution, if any formal resolution was made. As set forth in the attached report, all complaints were resolved in Preferred's favor, closed without action, or no action was taken by the agency. Preferred has implemented internal procedures to ensure compliance with Federal and State slamming and cramming laws and regulations. Preferred obtains customer consent for any carrier change and maintains records of the consent. Preferred obtains customer consent for all charges and

1 maintains records of the consent. In addition, Preferred thoroughly investigates any customer
2 compliant regarding slamming or cramming.

3 Preferred is willing to provide any additional information regarding cramming or
4 slamming issues upon the request of the Commission or Commission Staff.

5
6 RESPECTFULLY SUBMITTED this 26th day of February 2016.

7 SNELL & WILMER, LLP

8
9 By 

10 *for* Michael W. Patten
11 One Arizona Center
12 400 East Van Buren Street
13 Phoenix, Arizona 85004

14 *Attorney for Preferred Long Distance, Inc.*
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1 Original +13 copies of the foregoing
2 filed this 24th day of February 2016, with:

3 Docket Control
4 Arizona Corporation Commission
5 1200 West Washington
6 Phoenix, AZ 85007

7 Copies of the foregoing hand-delivered/mailed
8 this 26th day of February 2016, to:

9 Brian Bozzo
10 Utilities Division
11 Arizona Corporation Commission
12 1200 West Washington
13 Phoenix, Arizona 85007

14 By Joelynn Howard
15 23589552

DATE RECEIVED	ACCT#	STATE	REG. BODY	DATE FILED RESPONSE	DATE PUC/FCC RESPONDED	IF RESPONDED WHAT RESULT
9/3/2015	I-126562	CA	PUC	9/29/2015		
9/8/2015	O-214077	OH	PUC	9/8/2015		
9/8/2015	I-128492	CA	FCC CRAMMING	9/29/2015		
9/16/2015	I-129025	MO		10/6/2015		
9/21/2015	I-126856	MN	AG	10/12/2015		
9/21/2015	I-125277	MN	AG	10/12/2015		
9/22/2015	I-126407	GA		10/6/2015		
9/25/2015	O-228789	IN	PUC	9/28/2015	9/29/2015	CLOSED AS UNJUSTIFIED
10/5/2015	I-127230	WA	AG	10/5/2015	10/5/2015	Closed No Finding of Fault
10/6/2015	O-230048	OH	PUC	10/6/2015		
10/7/2015	I-129467	TX	PUC	10/27/2015	10/28/2015	CLOSED IN OUR FAVOR
10/8/2015	I-127208	WI	PUC	10/12/2015		
10/12/2015	I-129266	TX	PUC	10/28/2015	10/29/2015	CLOSED IN OUR FAVOR
10/13/2015	I-126241	MN	AG	10/13/2015		
10/13/2015	I-129070	IL	AG	10/14/2015		
10/13/2015	I-88907	TX	PUC	10/29/2015		
10/22/2015	I-129131	OH	AG	10/28/2015		
10/22/2015	I-129600	OH	PUC	11/4/2015		
11/2/2015	I-129087	IL	A.G.	11/4/2015		
11/3/2015	I-128762	MO	A.G.	11/9/2015		
11/8/2015	I-1605	WA	A.G.	11/8/2015	11/9/2015	CLOSED IN OUR FAVOR
11/9/2015	I-129484	TX	PUC	11/9/2015	12/2/2015	CLOSED IN OUR FAVOR
11/10/2015	O-229995	WA		12/7/2015		
11/13/2015	I-41482	OH	PUC	11/16/2015		
11/16/2015	I-129009	TX	PUC	11/16/2015	11/30/2015	CLOSED IN OUR FAVOR
11/18/2015	I-130495	OH	PUC	12/1/2015		
11/18/2015	I-130591	TX	PUC	11/18/2015	11/30/2015	CLOSED IN OUR FAVOR
11/19/2015	I-131368	MN	PUC	11/19/2015	11/23/2016	CLOSED IN OUR FAVOR
11/23/2016	O-224371	AZ		12/7/2015		
11/24/2015	I-129594	TX	PUC	12/7/2015	12/15/2015	CLOSED IN OUR FAVOR
12/8/2015	O-197843	GA	FCC CRAMMING	12/21/2015		
12/23/2015	I-131377	OH	ATTY GENERAL	12/23/2015		
12/24/2015	O-229547	OH	FCC CRAMMING	1/19/2016		
12/30/2016	O-213424	TX	PUC	1/19/2016	1/21/2016	CLOSED IN OUR FAVOR
12/31/2016	I-98756	FL	PUC	1/19/2016	1/20/2016	closed satisfactorily
1/11/2016	O-235667	OH	PUC	1/18/2016		
1/13/2016	I-102360	WA	UTC	1/18/2016	1/27/2016	COMPANY UPHELD WITH ARRANGEMENTS
1/20/2016	I-131701	UT	PUC	1/20/2016	1/27/2016	CHANGED FROM COMPLAINT TO INQUIRY STATUS & CLOSED
1/20/2016	I-132259	TX	PUC	1/20/2016	1/21/2016	CLOSED IN OUR FAVOR
1/22/2016	I-131503	CA	AG	2/5/2016		
1/29/2016	O-234405	AZ	FCC CRAMMING	1/29/2016		
2/5/2016	I-131159	OH	AG	2/8/2016		
2/8/2016	I-132923	IL	AG	2/8/2016	2/10/2016	OUR RESPONSE UPHELD WITHOUT VIOLATION
2/8/2016	I-128607	TX	FCC - PORTING ISSUE	2/8/2016		
2/9/2016	I-98756	FL	FCC - BILLING ISSUE	2/9/2016		
2/9/2016	I-132930	IL	AG	2/9/2016	2/10/2016	OUR RESPONSE UPHELD WITHOUT VIOLATION
2/10/2016	I-133198	GA	FCC CRAMMING	2/12/2016		
2/23/2016	I-104548	GA	PUC	2/23/2016	2/23/2016	SATISFACTORILY RESPONDED TO BY CARRIER UPHELD